

## **ABSTRACT OF THE DISCLOSURE**

## MANAGING CALLER PROFILES ACROSS MULTIPLE HOLD QUEUES ACCORDING TO AUTHENTICATED CALLER IDENTIFIERS

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A method, system, and program for managing caller profiles across multiple hold queues according to authenticated caller identifiers are provided. An identity of a caller of a call received at an on hold system is authenticated. The call is then placed in a hold queue. A caller profile associated with the identity of the caller is retrieved, such that services available to the caller while on hold are specified according to the caller profile. In particular, the caller profile is preferably retrieved from at least one caller profile server according to the caller identifier, where the at least one caller profile server is accessible to multiple on hold systems. Further, the identity of a caller may be authenticated by authenticating a voice sample received from the caller, such that a single identity for the caller may be authenticated at multiple call centers.